



## KNOW YOUR RIGHTS: BUILDING THE FUTURE TOGETHER

The Developmental Disabilities Planning Council (DDPC) and DDSD are very excited to announce the third year of the “Know Your Rights” campaign! Each year we continue to build on the success and momentum of this important movement of bringing all advocate voices together to empower the people we serve to live the lives they choose.

The first year of this campaign DDSD focused on educating providers and the Town Halls focused on educating self-advocates/families/guardians as well as providers, about the rights specified in the Centers for Medicare and Medicaid (CMS) Final Rule. The CMS Final Rule is a powerful mandate that people receiving home and community-based waiver services across the country have the right to choose how they spend their time, with whom, etc. Using a town hall format, over 600 people participated in the first year’s campaign statewide to engage people with disabilities and advocates to strengthen advocacy, raise awareness, and educate communities across the state that people with disabilities are entitled to rights like everyone else.

The second year of the “Know Your Rights” campaign focused on Advocate Rights and Responsibilities. In addition to providing information about the rights of people, we expanded the discussion to include advocate responsibilities. The feedback received during the first year’s campaign was that self-advocates were very interested in learning about their rights but were equally concerned about talking about their responsibilities, such as taking care of their homes, taking care of each other, being respectful to people, speaking up for other people, being on time to work or other activities etc.. There was a clear mandate from the disability community to engage with self-advocates about understanding we are all part of the community and as such we all have responsibilities to be kind, respectful, speak up for ourselves and others, etc. During this campaign another 600 people statewide participated in the Town Hall outreach around the state.

Mari Gonzales, an advocate who receives services through the DD Waiver states “I love having choices because it makes me feel independent”. Shana Heath, another strong advocate on the DD Waiver describes the importance of having choices this way “It means I have my own independence. I can do things on my own. I can take Sun Van. I have the support of others if I need it, but I can mostly do it on my own”. Stories like these point to the importance of choice in everyone’s lives and leads us to the importance of being aware of the responsibilities that come with those choices.

This third year, the focus of the Town Halls will be bringing together **all** advocates: self-advocates, family members, guardian, providers, agencies and interested community members to build the future together. How do we all partner together to create a system that empowers people to live the lives they choose? The main purpose of the CMS Final

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### Mi Via Waiver Renewal

Human Services Department (HSD) with the Department of Health (DOH) is renewing the Mi Via waiver with the Centers for Medicare and Medicaid Services (CMS). A public comment period will begin in November 2019. Prior to the public comment period an announcement will be mailed outlining how and where you can receive a copy of the proposed waiver renewal, how to leave comment, and the date, time and location of the public hearing. The draft waiver renewal application will be available, beginning in November, on the HSD webpage at <https://www.hsd.state.nm.us/2017-comment-period-open.aspx>.

Please contact Kresta Opperman-Snow at 505-827-7776 or by email at [kresta.opperman@state.nm.us](mailto:kresta.opperman@state.nm.us) with any questions.

## FMA-Conduent

### Contact Information:

**Phone:** 1-866-916-0310

8:00 am to 5:00 pm Monday,  
Tuesday, Thursday, and Friday  
8:00 am to 4:00 pm Wednesday

**Toll-free Fax:** 1-866-302-6787

**E-mail:** [mi.via@conduent.com](mailto:mi.via@conduent.com)  
(Do not email forms to Conduent)

### Physical Address:

1720-A Randolph Rd SE  
Albuquerque, NM 87106

### Note:

The Mi Via Advisory Committee works with the State to share information and help with communication among all Mi Via Participants.

## Know Your Rights

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Rule is to make sure waiver participants can exercise their right to be part of the community where they live and work. This Rule says everyone has the right to choose where they live, who they live with, how they live, who helps them, how they spend their days, and who they spend their days with. How do we make that a reality? Our hope is to have panels of self-advocates and providers to discuss how we can best work together to make our system truly person centered. What are some success stories? Are there barriers that we can work on together?

We are looking for providers across New Mexico who would like to partner with us on this year's Town Halls. We would love to collaborate with you. Please contact Wendy Corry at [wendy@corryconsulting.com](mailto:wendy@corryconsulting.com) or 505-238-0047.

## Reminder: Employee & Vendor Enrollment Documents

Before an employee or vendor may be paid to provide Mi Via services the following must be met:

- 1) The service the employee or vendor will be providing MUST be approved on the participant's budget/plan.
- 2) Employees MUST pass a COR background check.
- 3) Employee and Vendor enrollment paperwork MUST be completed and processed by Conduent.

### Employees

An employee cannot provide services, according to the participant's approved plan, until the EOR or participant has been notified by Conduent that the employee has passed their COR Background Check.

Payment will NOT be issued until all required enrollment paperwork including the Employee Agreement, Employee Information Form, Declaration of Relationship Form, and Federal W-4 is correct, complete, and has been processed by Conduent.

### Vendors

Vendors cannot begin providing services, according to the participant's approved plan, until the vendor agreement is signed by the vendor and EOR/participant and submitted to Conduent.

Payment will NOT be issued until all required enrollment paperwork including the vendor agreement, vendor information form, self-directed provider attestation form, and W-9 is correct, complete, and has been processed by Conduent.

If corrections are needed on enrollment documents, Conduent issues a Return to Participant (RTP) email to the Employer of Record (EOR) with a copy of the email sent to the Consultant. You can contact the Conduent Help Desk at 1-866-916-0310 to verify the status of enrollment documents, including if corrections are needed.

Employers (EOR's) please remember that you have a responsibility to:

- 1) ensure that all documentation needed to process payments to employees has been completed and submitted to Conduent;
- 2) ONLY allow an employee to start providing services if you have been notified by Conduent that the employee passed the COR background check;
- 3) ONLY allow a vendor to start providing services after the vendor agreement has been signed by both parties; and
- 4) allow an employee or vendor to start providing services only if the service the employee or vendor is providing has been approved in the participant's plan.

### Payment will NOT be issued for dates of service

1. that occur outside of the participant's approved plan;
2. services provided by an employee prior to the date the COR background check was completed; or
3. prior to the date a vendor agreement was signed.

## Dates to Remember in October

# October 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
September 29	September 30	1	2	3	4 <i>Vendor Checks Received or Deposited</i>	5 <i>Deadline to submit PRFs for 10/18/19 payment</i>
6	7	8	9	10	11 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	12 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 10/25/19 payment; new pay period begins</i>
13	14	15	16	17	18 <i>Vendor Checks Received or Deposited</i>	19 <i>Deadline to submit PRFs for 11/1/19 payment</i>  <i>Sept Spending Reports Available to EORs</i>
20	21	22	23	24	25 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	26 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 11/8/19 payment; new pay period begins</i>
27	28	29	30	31	November 1 <i>Vendor Checks Received or Deposited</i>	November 2 <i>Deadline to submit PRFs for 11/15/19 payment</i>

# Mi Via Circle of Support

**Web:** <https://nmhealth.org/about/ddsd/pgsv/sdw>

Agency Name	Contact Name	Phone	E-mail	Region(s)
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a>	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	<a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a>	NW and SE Regions
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a>	Metro
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	<a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Tanya Baker-McCue Janelle Groover	1-866-383-3820	<a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a> <a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	All of New Mexico

## Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau

PO Box 2348, Santa Fe, NM 87504-2348, Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277

Manages the FMA/Conduent (formerly Xerox) contract and the TPA/Qualis contract

<b>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>
<b>Jessica Velarde</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:Jessica.Velarde@state.nm.us">Jessica.Velarde@state.nm.us</a>
<b>vacant</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance		

## Department of Health / Developmental Disabilities Supports Division

5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548

Operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations

Oversees consultant agency contracts

<b>Jennifer Rodriguez</b>	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	<a href="mailto:jennifer.rodriguez@state.nm.us">jennifer.rodriguez@state.nm.us</a> Fax: 505-476-8894
<b>Elaine Hill</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a> Fax: 505-841-6523
<b>Anysia Fernandez</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	<a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a> Fax: 575-758-5973
<b>Rudy Aguilera</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a> Fax: 505-841-6523

## Comagine Health (formerly Qualis Health)

PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

Comagine Health is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## Care Coordination

<b>Blue Cross Blue Shield</b>	1-877-232-5518, option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
<b>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>
<b>Western Sky</b>	1-844-543-8996	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>

**Centennial Care 2.0 Member Information**  
**Developmental Disabilities Waiver, Medically Fragile Waiver, and Mi Via Waiver**

**Are you using your services by working with your MCO Care Coordinator?**

The Human Services Department, Medical Assistance Division, would like to remind you that Care Coordination is an important service provided through your Centennial Care Medicaid insurance company, “Managed Care Organization (MCO)”.

Your Care Coordinator is an important and essential part of your care team. Care coordination is available to all Centennial Care Medicaid members, including individuals receiving home and community-based services under the **Developmental Disabilities waiver, Medically Fragile waiver, and Mi Via waiver** programs.

Care Coordinators work with you and the rest of your care team, including your Case Manager/Consultant, and doctors. Care Coordinators can help you with your Centennial Care healthcare services (such as doctor visits, behavioral health, vision, dental, medical transportation and medications) to ensure services are coordinated and accessible when you need them.

**What do Care Coordinators help with?**

- Can help you access the right healthcare services you need, such as doctor visits, medical transportation and medications.
- Can talk with you on the phone and face-to-face to find out your healthcare needs (doctor visits, medical transportation and medications).
- Can work with your Case Manager or Consultant to know what healthcare needs you have (doctor visits, medical transportation and medications).
- Is your main point of contact at your Centennial Care MCO.

**How do I contact my Care Coordinator, or find out who my Care Coordinator is?**

You can contact your MCO’s Care Coordination department:

<b>Blue Cross Blue Shield</b>	1-877-232-5518, and select option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
<b>Presbyterian</b>	505-923-8858 or 505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>
<b>Western Sky</b>	1-844-543-8996 and press 2	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>

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